Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	"6564261".pn.	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 17:41
L2	368	(contact$1 or address$2) same (shar$3 or offer$3) same (chat or "instant messenger" or messenger or IRC)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 18:01
L3	218	(contact$1 or address$2) same (shar$3) same (chat or "instant messenger" or messenger or IRC)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 17:46
L4	51	(contact$1 or address$2) same (shar$3) same (chat or "instant messenger" or messenger or IRC) same (list or table)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 17:47
L5	42	709/205,206.ccls. and (contact$1 or address$2) same (shar$3 or offer$3) same (chat or "instant messenger" or messenger or IRC)	US-PGPUB; USPAT; EPO	OR	ON	2005/09/02 18:01
S1	44432	chat or IRC or im or "instant mess$5"	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 11:49
S2	3863	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/25 09:30
S3	2	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) near8 (interactive or GUI) same (updat$4) same (list$ or contact$)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:04
S4	6	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (interactive or GUI) same (updat$4) same (list$ or contact$)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:09
S5	19	(interactive$3 or GUI) same (updat$4 or populat$4) same (list$ or contact$ or address$4) same (permission$2)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:25
S6	0	(chat or IRC or im or "instant mess$5") near4 (group) same (interactive$3 or GUI) same (updat$4 or populat$4) same (list$ or contact$ or address$4) same (permission$2)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:26

S7	3	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (updat$4 or populat$4) same (list$ or contact$ or address$4) same (permission$2)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 12:32
S8	37	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (compar$4 or differen$5) near4 (list$ or contact$ or address$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:41
S9	82	(chat or IRC or im or "instant mess$5") with (session$ or window$ or group$) same (access$4 or modif$4) near4 (list$ or contact$ or address$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:43
S10	82	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (access$4 or modif$4) near4 (list$ or contact$ or address$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:43
S11	5	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (access$4 or modif$4) near4 (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:51
S12	0	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (collaborat$4) near5 (work or task$4) near4 (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:52
S13	1	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (collaborat$4) same (work or task$4) near4 (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:53
S14	1	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (collaborat$4) same (work or task$4) same (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:54

S15	81	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:55
S16	8	(chat or IRC or im or "instant mess$7") with (session$ or window$ or group$) same (list$ or contact$ or address$4) near5 (manage$4 or updat$3 or consolida$4 or poll$4) same (GUI or icon or interactiv$4)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/24 13:56
S17	2795843	(chat or IRC or im or "instant mess$5") near$5 (session$ or window$ or group$) near$4 (multiple)	US-PGPUB; USPAT; EPO	OR	ON	2004/10/25 09:33

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1 Sharing serendipity in the workplace
Phillip Jeffrey, Andrew McGrath
September 2000 **Proceedings of the third international conference on Collaborative virtual environments**
Full text available: pdf(384.46 KB) Additional Information: full citation, abstract, references, citings, index terms

The Forum is a collaborative working environment that consists of two shared spaces: a space for informal interaction (Contact Space), and a workspace for synchronous meetings using audioconferencing support (Meeting Space). It is designed to enable people, who should meet each other to do so naturally, providing an environment for richer online interactions. This paper discusses three evaluations of the Forum Contact Space: a conceptual evaluation, a prototype evaluation, and an ethnograph ...

Keywords: avatars, chance encounters, collaborative virtual environments, informal communication, shared spaces

2 I M everywhere: Instant messaging in teen life
Rebecca E. Grinter, Leysia Palen
November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**
Full text available: pdf(348.66 KB) Additional Information: full citation, abstract, references, citings, index terms

Instant Messaging (IM) is being widely adopted by teenagers. In a study of 16 teenage IM users, we explore IM as an emerging feature of teen life, focusing our questions on its support of interpersonal communication and its role and salience in everyday life. We qualitatively describe the teens' IM use interpersonally, as well as its place in the domestic ecology. We also identify technology adoption conditions and discuss behaviors around privacy management. In this initial investigation, we fo ...

Keywords: CSCW, HCI, chat, communications, domestic information technology, instant messaging, qualitative user study, teenagers

3 Technical Session: Constructing a web-based asynchronous and synchronous collaboration environment using WebDAV and Lotus Sametime

Changtao Qu, Wolfgang Nejdl
October 2001 **Proceedings of the 29th annual ACM SIGUCCS conference on User services**

Full text available: pdf(477.98 KB) Additional Information: full citation, abstract, references, citings, index terms

In this paper we present our practice of constructing a Web-based asynchronous and synchronous collaboration environment for supporting collaborative distance learning between a German university and a university in Italy. We utilize the recent collaboration-friendly Internet protocol WebDAV to implement a groupware system which can support document-centric asynchronous collaboration activities, e.g., collaborative document authoring, collaborative document management, etc., as well as an indust ...

Keywords: asynchronous collaboration, lotus sametime, synchronous collaboration, web-based distributed authoring and versioning

4 Educational & help systems: StudioBRIDGE: using group, location, and event information to bridge online and offline encounters for co-located learning groups
Susan Yee, Kat S. Park
April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available: pdf(346.59 KB) Additional Information: full citation, abstract, references, index terms

StudioBRIDGE is an awareness system, based on instant messaging (IM), developed for students working in open studio spaces in the Architecture Department at the Massachusetts Institute of Technology (MIT). The goal of StudioBRIDGE is to help students initiate online and offline interactions by giving them an awareness of nearby people, groups, locations, and events of the community. Even when students are working in close proximity to each other, they are often not aware of the activities and ex ...

Keywords: awareness, computer-mediated communication, informal interactions, opportunistic interfaces

5 Session 7: RoamWare: an integrated architecture for seamless interaction in between mobile meetings
Mikael Wiberg
September 2001 **Proceedings of the 2001 International ACM SIGGROUP Conference on Supporting Group Work**

Full text available: pdf(603.03 KB) Additional Information: full citation, abstract, references, index terms

This paper reports the final step of a research project that has aimed at developing novel meeting support for mobile CSCW (Computer Supported Cooperative Work). The underlying idea was to integrate spontaneous mobile meetings with in between meeting support, and divide the use between different situations rather than users attention. We propose a novel integrated architecture called RoamWare that illustrates the concepts of divided use, invisible computer support, and seamless ongoing interacti ...

Keywords: PDA use, integrated architecture, interaction across physical and virtual meetings, invisible computer support, mobile CSCW, ubiquitous computing

6 Infrastructure for the Sharing of Coordinating Information
W. Keith Edwards
December 1994 **ACM SIGOIS Bulletin**, Volume 15 Issue 2

Full text available: Additional Information:

pdf(462.50 KB) full citation

7 Applications, services, and architecture: Reputation-based Wi-Fi deployment protocols and security analysis

Naouel Ben Salem, Jean-Pierre Hubaux, Markus Jakobsson

October 2004 **Proceedings of the 2nd ACM international workshop on Wireless mobile applications and services on WLAN hotspots**

Full text available: pdf(395.70 KB) Additional Information: full citation, abstract, references, index terms

In recent years, wireless Internet service providers (WISPs) have established thousands of WiFi hot spots in cafes, hotels and airports in order to offer to travelling Internet users access to email, web or other Internet service. However, two major problems still slow down the deployment of this kind of networks: the lack of a seamless roaming scheme and the variable quality of service experienced by the users. This paper provides a response to these two problems: We present a solution that, ...

Keywords: QoS, WiFi networks, billing, protocols, reputation systems, roaming, security

8 Late breaking results: posters: Digital backchannels in shared physical spaces: experiences at an academic conference

Joseph F. McCarthy, danah m. boyd

April 2005 **CHI '05 extended abstracts on Human factors in computing systems**

Full text available: pdf(211.70 KB) Additional Information: full citation, abstract, references, index terms

There are a variety of digital tools for enabling people who are physically separated by time and space to communicate and collaborate. Widespread use of some of these tools, such as instant messaging and group chat, coupled with the increasingly availability of wireless Internet access, have created new opportunities for using these collaboration tools by people sharing physical spaces in real time. Such 'digital backchannels' affect interactions and experiences in a variety of ways, depending ...

Keywords: IRC, backchannels, chat, computer-mediated communication, groupware, instant messaging, shared spaces, social computing

9 Use of Virtual Science Park resource rooms to support group work in a learning environment

Lydia M. S. Lau, Jayne Curson, Richard Drew, Peter M. Dew, Christine Leigh

November 1999 **Proceedings of the international ACM SIGGROUP conference on Supporting group work**

Full text available: pdf(1.99 MB) Additional Information: full citation, abstract, references, index terms

This paper presents a detailed evaluation on the acceptability of a range of synchronous and asynchronous collaborative tools provided within the Virtual Science Park (VSP) for group work in a learning environment. In this study, the VSP was used to provide a web-based 'Resource Room' adopting the familiar 'folder' metaphor for structuring and linking resources, and a number of different user interfaces for interaction and sharing information. A list of criteria is established for the evalu ...

Keywords: Virtual Science Park, co-operative learning, collaborative tools, common information space, evaluation

10

System technology: Supporting activity-centric collaboration through peer-to-peer shared objects

Werner Geyer, Jürgen Vogel, Li-Te Cheng, Michael Muller

November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**

Full text available: pdf(366.92 KB) Additional Information: full citation, abstract, references, citings, index terms

We describe a new collaborative technology that is mid-way between the informality of email and the formality of shared workspaces. Email and other ad hoc collaboration systems are typically lightweight and flexible, but build up an unmanageable clutter of copied objects. At the other extreme, shared workspaces provide formal, structured collaboration, but are too heavyweight for users to set up. To bridge this gap between the ad hoc and formal, this paper introduces the notion of "object-centri ...

Keywords: activity-centric collaboration, emerging collaboration, object-centric sharing, peer-to-peer, replication, synchronization

11 Tutorial: The basics of e-learning: an excerpt from handbook of human factors in web design

Lisa Neal, Diane Miller

August 2005 **eLearn**, Volume 2005 Issue 8

Full text available: html(121.89 KB) Additional Information: full citation, index terms

12 Oral presentation session 1: Experiences of using wearable computers for ambient telepresence and remote interaction

Mikael Drugge, Marcus Nilsson, Roland Parviainen, Peter Parnes

October 2004 **Proceedings of the 2004 ACM SIGMM workshop on Effective telepresence**

Full text available: pdf(1.11 MB) Additional Information: full citation, abstract, references, index terms

We present our experiences of using wearable computers for providing an ambient form of telepresence to members of an e-meeting. Using a continuously running e-meeting session as a testbed for formal and informal studies and observations, this form of telepresence can be investigated from the perspective of remote and local participants alike. Based on actual experiences in real-life scenarios, we point out the key issues that prohibit the remote interaction from being entirely seamless, and ...

Keywords: ambient telepresence, mobile e-meetings, remote interaction

13 Task analysis for groupware usability evaluation: Modeling shared-workspace tasks with the mechanics of collaboration

David Pinelle, Carl Gutwin, Saul Greenberg

December 2003 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 10 Issue 4

Full text available: pdf(224.02 KB) Additional Information: full citation, abstract, references, citings, index terms

Researchers in Computer Supported Cooperative Work have recently developed discount evaluation methods for shared-workspace groupware. Most discount methods rely on some understanding of the context in which the groupware systems will be used, which means that evaluators need to model the tasks that groups will perform. However, existing task analysis schemes are not well suited to the needs of groupware evaluation: they either do not deal with collaboration issues, do not use an appropriate lev ...

Keywords: Groupware evaluation, Groupware usability, Mechanics of collaboration, Task analysis

14 Chat II: Why do we ReachOut?: functions of a semi-persistent peer support tool
Michal Jacovi, Vladimir Soroka, Sigalit Ur
November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**
Full text available: pdf(267.38 KB) Additional Information: full citation, abstract, references, citings, index terms

Collaboration plays a vital role in today's new business environment. Knowledge that resides within people's heads has become an invaluable resource. Many formal tools, such as e-mail or teamrooms, have been introduced to support formal collaboration and have been studied extensively. However, support for informal communication is still in its infancy. Much work has been done to analyze the functions that informal communication plays in the workplace. Recently, several studies have evaluated the ...

Keywords: informal communication, peer support, workplace collaboration

15 One-hundred days in an activity-centric collaboration environment based on shared objects
Michael J. Muller, Werner Geyer, Beth Brownholtz, Eric Wilcox, David R. Millen
April 2004 **Proceedings of the SIGCHI conference on Human factors in computing systems**
Full text available: pdf(473.26 KB) Additional Information: full citation, abstract, references, citings, index terms

This paper describes a new collaboration technology that is carefully poised between informal, ad hoc, easy-to-initiate collaborative tools, vs. more formal, structured, and high-overhead collaborative applications. Our approach focuses on the support of lightweight, informally structured, opportunistic activities featuring heterogeneous threads of shared objects with dynamic membership. We introduce our design concepts, and we provide a detailed first look at data from the first 100 days of usa ...

Keywords: CSCW, activity-centric collaboration, computer-mediated communication, synchronous/asynchronous collaboration, user study

16 The CDT mStar environment: scalable distributed teamwork in action
Peter Parnes, Kåre Synnes, Dick Schefström
November 1997 **Proceedings of the international ACM SIGGROUP conference on Supporting group work: the integration challenge**
Full text available: pdf(1.28 MB) Additional Information: full citation, references, index terms

Keywords: IP-multicast, better-than-being-there, desktop conferencing, digital recoding, distance education, distributed presentations, teamwork

17 Virtual classrooms and communities
Lisa Neal
November 1997 **Proceedings of the international ACM SIGGROUP conference on Supporting group work: the integration challenge**

Full text available: pdf(1.40 MB) Additional Information: full citation, references, citings, index terms

Keywords: collaborative technologies, distance education, distance learning, training

18 Technical Session: See for yourself: implementing web-based remote observation/control

Don Rea, Keelan Cleary

October 2001 **Proceedings of the 29th annual ACM SIGUCCS conference on User services**

Full text available: pdf(158.51 KB) Additional Information: full citation, abstract, references, index terms

In the fall of 1999, Bucknell University's Information Services and Resources department (ISR) asked one of the authors to evaluate and recommend a software package that could be used for remote viewing and possibly control of desktop computers over the network to facilitate troubleshooting by our computing support staff. It was hoped that such a tool could greatly reduce the amount of time spent with some types of assistance calls, increase the effectiveness of our services and, we hoped, impro ...

19 An empirical study of human Web assistants: implications for user support in Web information systems

Johan Aberg, Nahid Shahmehri

March 2001 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available: pdf(245.72 KB) Additional Information: full citation, abstract, references, citings, index terms

User support is an important element in reaching the goal of universal usability for Web information systems. Recent developments indicate that human involvement in user support is a step towards this goal. However, most such efforts are currently being pursued on a purely intuitive basis. This, empirical findings about the role of human assistants are important. In this paper we present the findings from a field study of a general user support model for Web information systems. We show tha ...

Keywords: Web information systems, attitude, design guidelines, efficiency, field study, universal usability, user support

20 Chat II: How push-to-talk makes talk less pushy

Allison Woodruff, Paul M. Aoki

November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**

Full text available: pdf(356.48 KB) Additional Information: full citation, abstract, references, citings, index terms

This paper presents an exploratory study of college-age students using two-way, push-to-talk cellular radios. We describe the observed and reported use of cellular radio by the participants. We discuss how the half-duplex, lightweight cellular radio communication was associated with reduced interactional commitment, which meant the cellular radios could be used for a wide range of conversation styles. One such style, intermittent conversation, is characterized by response delays. Intermittent co ...

Keywords: cellular radio, instant messaging, two-way radio, walkie talkies

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